MEETING OUTCOMES – RETAIL FORUM

MEETING:	WAMRP Retail Forum 4
DATE:	Friday, 5 May 2017
TIME:	9.00am – 1.00 pm
LOCATION:	AEMO Boardroom, Perth

ATTENDEES:

NAME	COMPANY
Catherine Rousch	Alinta Energy
Derek Farrell	Alinta Energy
Jeanne Walczak	Alinta Energy
Ryan McKenzie	Alinta Energy
Ignatius Chin	Bluewaters
Wendy Ng	ERM Power
James Eastcott	Public Utilities Office (PUO)
Susanna Floth	Sky Farming
Karthi Mahalingham	Synergy
Stephanie Wall	Synergy
Di Edwards	Synergy
Christian Merry	Synergy
Brian Sykes	Western Power
Allicia Volvricht	AEMO
Mark Lee	AEMO
Greg Ruthven	AEMO
Andrew Gee	AEMO
Taryn Maroney (telephone)	AEMO
Sandy Smith (telephone)	AEMO
Robert Speedy (telephone)	AEMO

1. Introduction

2. MSATS / WIGS Change Reason Codes

General Notes – Slides 1 – 22 of the Presentation

The following items were discussed and noted:

- Question: Regarding Change Requests (CRs) mandatory and optional information, is it assumed that WA will adopt the standard used by the National Electricity Market (NEM)?

  Answer: Yes, currently it is assumed that WA will adopt the same mandatory fields as the NEM when raising a CR as outlined in the MSATS and CATS Procedures.

  AEMO reminded participants that AEMO's Standing Data comparison analysis provided at the last Retail forum highlighted Mandatory fields that Western Power may not be collecting currently. AEMO welcomed feedback to be sent to AEMO's retail mailbox which will be discussed further as the program progresses.

- Question: When searching for a NMI directly via the MSATS browser what kind of history can you see for a NMI? For example, can a current retailer see who the previous retailers were?

  Answer: A retailer can undertake a NMI discovery Type 3 where conditions are met as outlined in the MSATS Procedures. For example, a Type 3 enables a current FRMP to see who the previous FRMP was in the scenario of a Transfer in Error (TRI) to seek transfer of the site back to the previous retailer, only in these scenario's will the current FRMP see who the previous FRMP was.

3. CREATE NMI – Change Reason Codes 2XXX Series

General Notes – Slides 23 - 52

The following items were discussed and noted:

- Question: At what point when a CR Create NMI is raised will the data be available to view in MSATS?

  Answer: Once a CR is raised in MSATS the CR is visible. Western Power as the LNSP will raise the CR and per the notification rules other participant roles will receive notification of the CATS transaction. It isn't until the CATS 2xxx transaction completes that the NMI will be discoverable in MSATS.

- Question: If a NMI is not contestable will it be discoverable in MSATS?

  Answer: Once a NMI is created in MSATS it will be discoverable, MSATS does not restrict a FRMP from raising a NMI discovery. As outlined in the last retail forum both the WA and NEM rules do not appear to require explicit informed consent from the customer to initiate a discovery, consent is only required to Transfer a customer, there does not appear to be a restriction per the rules with respect to a FRMP initiating a NMI discovery for a non-contestable site.

- Question: Can a create NMI be raised for a future date?

  Answer: Yes, a create NMI 2000 or 2500 can be initiated up to 65 prospective business days as per the timing obligations outlined in the CATS and WIGS Procedures. However a Create NMI CR will not complete in MSATS until post the proposed date.

  Whether a prospective of retrospective Create NMI is raised by the LNSP will depend on the timing of the New Connection. For example, if the meter is installed at the same time, a CR 2501 would be raised to create the NMI and Metering installation details. If the meter isn't installed at the same time then the LNSP would raise a CR 2001 to create the NMI and then a CR3xxx to create the Metering Installation details once the meter was installed). A large proportion of NMI's in the NEM are created retrospectively.

- Question: AEMO asked attendees to confirm what currently occurs in the WEM today via New Connection Processes? At what point is a NMI Created in Western Power's system? Is it upon receipt of a New Connection Service Order Request (allocate NMI?) which may be before the Meter is Installed? Are most created retrospectively?

  Answer: Current process results in Western Power receiving a new connection service request from a retailer, once notification of field work is received it is automatically matched to the retailer's service order (matching on address attributes). A NMI is created in the system and the retailer is notified via the service order completion response, resulting in the NMI being created retrospectively.

- Question: Can you raise a Create NMI and Metering installation details in the same transaction?

  Answer: Yes, you can create the NMI and create metering installation details and the data stream by raising a CR 2500/2501.

  The Standing Data (must versus may) attributes to be created at the time of raising a CR2500/2501 are outlined in the MSATS and WIGS Procedures.

- Question: Is the checksum defined by AEMO?

  Answer: Yes, there are NMI allocation rules and an NMI Checksum algorithm used based on jurisdiction (refer to slide 28). NMI Ranges are published on AEMO's website which already includes NMI Ranges for WA.

  In WA, Western Power already applies the allocation rules which were based on NEMMCO/AEMO procedures, therefore AEMO is not anticipating changes.

Comment: It was noted (slide 36) that 'Locality' included state, postcode and suburb. Dispatch and pricing

CR Timing Requirements

- Question: AEMO asked at what point in time does current WA processes determine if a connection point will be constable or not?

  Answer: During the new connection process.

  It is currently a mandatory attribute in WA as part of a new connection service request and reviewed when consumption is available or challenged. Typically a retailer will ascertain whether a site is contestable or not based on the attributes of the connection request with the customer and then submit to Western Power to review and determine.

  It is anticipated that the same new connection process for determining if a connection point will/will not be contestable may remain, pending policy outcome.

  Determining if a site is contestable or not constable would still form part of the initial service request which would be prior to a Create NMI CR being raised by the LNSP.

  Participants suggested that policy clarity is required to reduce ambiguity over defining a contestable customer under the future arrangements.

  WA Requirement – If the policy outcome results in restricting the transfer of contestable sites, it was discussed that a flag will be required as part of the Create NMI process.

Objection Codes

Comment: A comment was made with respect to the 1 business day objection timeframe not providing much time for a retailer to object. In response it was highlighted that as the FRMP is leading the new connection request with the network firstly via a Service Order Request, this is the prompt for the Network to initiate a Create NMI Transaction. As a result there is typically few objections raised as the Retailer who raised the Service Request is expecting to receive a CR 2xxx and can use this to validate in their back end systems against the Service Request. Some NEM participants have chosen to automate this process. A FRMP can only object for reasons NOTRESP or RETRO (e.g. date incorrect).

If a retailer raised a new connection service request, Western Power would review the Service Request which would include whether the site is to be classified as contestable (over 50Mwh), this would be prior to creating the NMI in MSATS with the contestable flag.

Comment: It was suggested there is a need to work through the process to ensure regulation and policy intent is supported and risks of unintended breaches of obligations are avoided. A review would need to consider a review of the Code of Conduct. It was also noted that Chapter 7 of the NER advises that the LNSP is responsible and is to create the NMI as soon as practical.

- Question: Can you change the date of a CR once raised?

  Answer: Once you have submitted a CR you cannot change the date. The process would require the initiator to withdraw the CR prior to it completing and to initiate a new CR with a new proposed request date.

- Question: Can you object to a future dated CR (which can be raised up to 65 business days) on the 64 business day?

  Answer: No, you can only object to a CR in accordance to the objection rules. If the rules allow an objection to be raised, an allowed participant would need to initiate and objection when receiving the initial transaction notification within the allowable objection timeframe (e.g. 1 business day from when the transaction notification is received)

- Question: If CR 2000's (prospective) are not anticipated to be widely used in WA because the Create NMI would be raised post the completion of the Service Requests (retrospectively), it is possible to simplify implementation and material changes by restricting certain CR's from being initiated in the system? (E.g. restricting CR 2000).

  Answer: All CR codes will be available for use in the WEM, policy and processes would drive which CR codes would be the most appropriate to be utilised.

  If WA new connection processes and policy obligations, (timings etc.) results in a CR 2001 (retrospective) being more suitable rather than using CR 2000, than this could be managed as part of WA business processes to consider the use of CR 2001's rather than CR 2000's. Western Power as the LNSP would initiate a CR 200x on the back of a Service Order Request and would determine if a CR 2000 or a CR 2001 would be initiated.

  A CR 2000 caters for prospective changes, a scenario was given – e.g. a retailer may be rolling out a new residential estate and planning for future new connections and requests for NMI's to be created in advance.

- All CR codes will be available for use in WA, whether WA uses all of the CR codes will depend on policy outcomes and arrangements (e.g. embedded networks are assumed out of scope). Not restricting CR codes also provides opportunity to consider potential future market changes (e.g. FRC and or Meter Contestability) if and when introduced.

- Question: When initiating a CR via the MSATS Browser can more than one change request be initiated at a time?

  Answer: No, only one change request can be initiated at a time when raising a CR manually via the MSATS Browser.

Comment: Notification Rules were discussed, it was highlighted that as Western Power will be operating under multiple roles (e.g. LNSP, MC, MDP and MPB) they will receive multiple CR notification transactions for the one CR transaction and they will need to consider how they will manage receiving and processing multiple notifications in their back end systems (e.g. processing hierarchy)

4. Maintain Metering – Change Reason Codes 3XXX Series

General Notes – Slides 53 – 102

The following items were discussed and noted:

- Question: AEMO asked whether WA currently initiates advanced change/exchange metering installations. This was asked in respect to whether CR 3080, 3081, 3090 and 3091 is anticipated to be utilised.

  Answer: Western Power advised they are planned for the future so yes it is anticipated they would/could be used, in particular if Chapter 7 is introduced and basic meters are replaced with 'smart meters'.

- Question: Why is there an allowable period of 140 retrospective business days for a CR 3001?

Comment was also made, if the meter details were created retrospectively up to 140 business days this could be a type 2 breach of The Code of Conduct.

  Answer: Often in the NEM CR 3xxx's are initiated retrospectively after the work is completed in the field (unless advance metering change/exchange). Metering installation details are required fields as part of initiating the transaction (metering installation data returned as part of the field request/paperwork). Generally the NEM jurisdictional requirements see the obligation placed on the distributor to complete the work within 20 business days.

  It was discussed that Western Power who will be acting in the roles of MPB, MC and LSNP will determine the appropriate CR 3xxx to initiate within the required jurisdictional timeframes. As with any process, exceptions can occur and the 140 business days provides the ability for exceptions to be managed (e.g. LNSP misses raising a CR 3xxx – major system failure, lost paper work etc.).

  Consideration with respect to the 140 allowable retrospective days may need to be reviewed once policy certainty is obtained (e.g. Retrospective changes to Metering Data Base, Settlement Periods etc.)

AEMO note: Suggestion for participant/s to confirm and provide details of what this could be in breach of with respect to the Code of Conduct as the physical new connection would have taken place. The CR3001 is to create the metering installation details in MSATS (post new connection) or is this rather outlined in the Electricity Industry (Obligation to Connect) Regulations 2005?

5. Maintain DataStream – Change Reason Codes 4XXX Series

General Notes – Slides 103 – 122

Comments: With respect to CR 4000/4001 Create NMI Data Steam, usually the Data Steam may be created initially via 2xxx (e.g. 2501 Create NMI, Meter, Data Steam) or 3xxx (e.g. 3091 Advance exchange of Metering). If it wasn't supplied at Creation of NMI or metering installation than then this is when the CR 4000/4001 would be used.

- Question: With respect to CR 4004/4005 Exchange of Data Stream Information, in the scenario where a meter changes from a manual read to automatic read would a CR exchange of data stream information be raised?

  Answer: It may depend on the meter exchange characteristics, for example CR 3090/3091 Advance Exchange of Metering includes Data Steam Status and Type and could be used.

The CR 4004/4001 is used where a change is required to a Data Steam Status (e.g. active to inactive) or Data Stream Type (e.g. C Basic to I Interval) and the creation of at least one new data steam.

Comments: As outlined on Slide 104, a retailer may have challenged the data stream value and as a result the MDP finds it to be incorrect. For example, the retailer has raised a B2B Verify Meter Data Request to the MDP process ‘Invalid MDFF Data’ because they reasonably believe a data steam provided in the Meter Data File does not match the NMI Configuration and it is found to be incorrect, requiring the MDP to initiate a change to update this information in MSATS, they would raise a CR 4001 to amend this

- Question: Would the NEM 140 allowable retrospective business days for the CR 4xxx series result in any known breaches of any WA regulations?

  Answer: A participant made comment that they don’t believe this would be in breach of any WA regulations as the customer should have already been billed and the adjustment would be required to correct the data stream retrospectively.

Comment: A broader conversation occurred with respect to the allowable 140 retrospective business days for adjustments to data (e.g. other CR’s) and the need to clarify policy outcomes to ascertain if this would be in breach of any regulations/obligations, e.g. Obligations to maintain data, adjustments to metering/energy database after final settlements and the dispute resolution process.

It was also discussed that MDP’s have an obligation to retain data information in the metering data base for a period of 7 years and to align the energy data with final settlements. With the Metering Code anticipated to become redundant for the SWIS, clarity with respect to obligations will need to be obtained once policy outcome is certain. As part of data migration AEMO’s assumptions to date have considered up to two years’ worth of metering data transferring.

6. Maintain NMI – Change Reason Code 5XXX Series

General Notes – Slides 123 – 147

The following items were discussed and noted:

- Question: A CR Code 5050/5051 advises in the MSATS objection rules that an objection logging period of Zero means that an objection if raised would need to be logged by midnight of the business day that the Change Request was submitted. How does an objection period of Zero day work?

  Answer: In this scenario per the objection rules for a CR 5050/5051 only the current MDP could object. Given Western Power will be allocated the role of the initiator (as the LNSP) and the MDP it would be unlikely they would object to their own transaction.

  In the NEM where the LNSP and the MDP could be different, the Zero objection rule means that the MDP would have up to midnight from when the CR notification was received to object (e.g. if received at 3 pm would have up to before midnight to initiate an objection).

- Question: Does MSATS have the ability to manage real time CR Transactions or are they only done as batch processes?

  Answer: Change requests are delivered and notifications sent throughout the day. A batch process runs overnight to update CR Statuses.

- Question: Would the NMI Classification Code be used for contestable flag identifier?

Answer: The NMI Classification Code would not be suitable as WA will also be required to populate the NMI Classification Code in accordance with the NEM categories as discussed (LARGE, SMALL, GENERATOR, WHOLESALE)

*If policy outcome results in a requirement on AEMO to restrict the transfer of non-*contestable connection points AEMO would need to consider an appropriate identifier during the design phase.

Comment: It was noted that a CR 5070, 5071 – Update Next Schedule Read Date overrides the current Next Schedule Read Date (inserts a replaced updated next schedule read date field in MSATS and unlike other CR transactions it does not maintain history of the change.

Comment: Currently Western Power publishes their meter route schedule annually, this is utilised by retailers for determining the proposed next scheduled read date and updates to next scheduled read dates rarely occur. The differences between the WEM and the NEM should be reviewed in further detail to ascertain AEMO's assumption that the WEM would also utilise CR 5070, 5071 for manually read meters, including WP currents obligations to update Next Scheduled Read Date (NSRD) if the read was not obtained within the designated period of days and the retailer's obligations with notifying customers of their anticipated scheduled read date.

In the NEM networks also publish meter route schedules. There is also certain obligations placed on the Retailer to ensure next scheduled read dates are printed on customers' invoices. Some retailers rely on the CR 5070/5071 along with the Meter Data File for this information. The CR 5070/5071 is used where a change to the estimated next scheduled read date may occur (e.g. extreme weather event)

The next scheduled read is also utilised as part of the NMI discovery process by retailers as a guide for determining the read type to select when initiating a CR 100x Transfer for a non-remotely read meter (e.g. if the next scheduled read date is > x days in the future the retailer may decide to raise a Special Read Transfer to expedite the transfer). The next scheduled read date is also provided in the Meter Data Files (date applicable at the time the meter data file was sent)

7. Change Roles – Change Reason Code 6XXX Series

General Notes – Slides 148 – 190

No questions were raised or noted for the 6XXX series.

8. MSATS Reports

General Notes – Slides 1 – 74

The following items were discussed and noted:

- Question: Can you only request the reports directly in MSATS?

  Answer: Yes, for reports shown in the presentation.
- Question: Is the C4 Master Report run on only a single NMI at a time basis?

  Answer: No, each report can be run for multiple NMI's, response limit is 500 rows
- Question: Do different roles receive different notification information?

  Answer: Yes, (refer to slide 29). There is CATS Standing Access Rules, A set of rules that determine, by role, what individual data items you are entitled to see
- Question: Does AEMO provide reports on a regular basis for reconciliation purposes?

Answer: Participants can run various reports themselves to reconcile their own systems (refer to slides 5, 6 and 7). The CATS Snapshot Report is designed as a last resort for a Participant who requires bulk data from MSATS where output row limits are not applied. The reason a participant may request a snapshot report may be due to lost synchronisation with MSATS (e.g. major system failure). A Snapshot report can be requested by a participant via AEMO's Information and Support Hub (refer to slides 73-74).

- Question: If a CATS Snapshot report is requested by a participant annually does AEMO provide a yes or no response or time frame of when the report will be scheduled?

  Answer: Unaware of examples where a request has been deferred.

AEMO note: A list of all reports is provided in slides 5-7 of the MSATS Reports presentation.

9. Next Meeting

The next Retail Forum is scheduled for 16 June at 9.00am

Topics of discussion will include:

- Overview of B2B Procedures